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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/804,320	03/18/2004	Janaki Kumar	13906-142001 / 2003P00614	7310
32864 7590 02/12/2007 FISH & RICHARDSON, P.C. PO BOX 1022 MINNEAPOLIS, MN 55440-1022			EXAMINER NGUYEN, QUAN M	
			ART UNIT 2109	PAPER NUMBER
SHORTENED STATUTORY PERIOD OF RESPONSE		MAIL DATE	DELIVERY MODE	
3 MONTHS		02/12/2007	PAPER	

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

**Office Action Summary**

Application No.

10/804,320

Applicant(s)

KUMAR ET AL.

Examiner

Quan Nguyen

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 2003 August 18.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-18 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-18 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 2004 March 18 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)            | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)   | Paper No(s)/Mail Date. _____                                      |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>2004 March 18</u> .   | 6) <input type="checkbox"/> Other: _____                          |

**DETAILED ACTION**

1. This Office Action is in response to the application filed on 08/18/2003.
2. Claims 1-18 are pending.

***Specification***

3. The disclosure is objected to because of the following informalities: Figure 1 on page 1 of submitted drawings should be labeled as "Prior Art".

Under the section labeled "Brief Description of Drawings" in the specification of the disclosure on page 5, "FIGS. 3-15" should be "FIGS. 3A-15".

Appropriate correction is required.

***Claim Rejections - 35 USC § 102***

4. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(a) the invention was known or used by others in this country, or patented or described in a printed publication in this or a foreign country, before the invention thereof by the applicant for a patent.

5. Claims 1-3, 5, 8, 9, 14, 17, and 18 are rejected under 35 U.S.C. 102(a) as being anticipated by Ravenscroft et al. U.S. Patent Number 6,466,663 (hereinafter Ravenscroft).

As per claim 1, Ravenscroft discloses of "computer program product comprising executable program instructions that when executed by a processor provide an interaction center manager's graphical user interface on an interconnected display device, the manager's graphical user interface" by a graphical user interface of a workstation is displayed which is processed by a processor (Ravenscroft column 4 lines 26-40). In particular, "an overview area displaying at least one user-selected statistic that relates to a user-selected group of interaction center agents being monitored" by viewing information of each agent on a graphical user interface (Ravenscroft column 1 lines 39-45); "a detailed area displaying a list of each of the user-selected group of interaction center agents being monitored and further displaying for each of the listed agents at least one user-selected monitored statistic relating to the listed agents" by monitoring activities of agents upon a display as part of the graphical user interface (Ravenscroft column 1 lines 32-37).

As per claim 2, the rejection of claim 1 is incorporated and Ravenscroft discloses of "user-selected statistics are associated with user-created profiles that represent different sets of statistics displayed on the graphical user interface" by displaying requested statistical information on the graphical user interface (Ravenscroft column 5 lines 43-45).

As per claim 3, the rejection of claim 1 is incorporated and Ravenscroft discloses of "the display in the detailed area comprises one or more of the interaction center

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agent's name, queues, key figures for each queue, statistical measurements and alerts” by displaying agent’s name, statistical measurements, and queues as shown by Fig. 10 in area 92 and 200 (Ravenscroft Fig. 10).

As per claim 5, the rejection of claim 1 is incorporated and Ravenscroft discloses of “the at least one user-selected monitored statistic includes an availability state or a communication state for each of the listed agents” by displaying a view of the agent’s state of availability and state of communication as shown by Fig. 11 in area 256 and 260 (Ravenscroft Fig. 11).

As per claim 8, Ravenscroft discloses of method for a graphical user interface, in particular, “receiving a selection of interaction center agents to be monitored using the manager’s graphical user interface” by showing a view of which agents are selected as shown in Fig. 6 by section 136A and 136B (Ravenscroft Fig. 6); “receiving a selection of an overview statistic that characterizes an activity of an interaction center so that the overview statistic as applied to the selected agents to be monitored is displayed in an overview area of the graphical user interface” by displaying the statistics of the agents in an area that allows for full view of activities as shown in Fig. 10 section 92 (Ravenscroft Fig. 10); “receiving a selection of a detailed statistic that characterizes an activity of an interaction center agent so that the selected detailed statistic associated with each of the selected agents is displayed in a detailed area of the graphical user interface” by a

display of detailed statistics of each individual agent is monitored in an area as shown in Fig. 10 section 200 (Ravenscroft Fig. 10).

As per claim 9, the rejection of claim 8 is incorporated and claim 9 contains the same limitations as claim 3 and is rejected under the same rationale as set forth in connection with claim 3.

As per claim 14, the rejection of claim 8 is incorporated and claim 14 contains the same limitations as claim 5 and is rejected under the same rationale as set forth in connection with claim 5.

As per claim 17, claim 17 contains the same limitations as claim 8 and is rejected under the same rationale as set forth in connection with claim 8.

As per claim 18, the rejection of claim 18 is incorporated and claim 9 contains the same limitations as claim 8 and is rejected under the same rationale as set forth in connection with claim 8.

6. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the

invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

7. Claims 4 and 13 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ravenscroft et al. U.S. Patent Number 6,466,663 (hereinafter Ravenscroft) further in view of Judkins et al. U.S. Patent Number 6,587,556 (hereinafter Judkins).

As per claim 4, the rejection of claim 1 is incorporated but Ravenscroft does not disclose of "the at least one user-selected statistic is selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state". However, Judkins teaches of "the at least one user-selected statistic is selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state" by having all call statistics available as shown in Fig. 57, Fig. 60, and Fig. 61. (Judkins Fig. 57, Fig. 60, and Fig. 61).

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the call center manager of Ravenscroft with the call statistics of Judkins. One of ordinary skill in the art would have been motivated to do so because having the call statistics available allows for evaluation of call center performance in any call center system (Judkins column 1 lines 44-46).

As per claim 13, the rejection of claim 8 is incorporated and claim 13 contains the same limitations as claim 4 and is rejected under the same rationale as set forth in connection with claim 4.

8. Claims 6 and 15 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ravenscroft et al. U.S. Patent Number 6,466,663 (hereinafter Ravenscroft) further in view of Hugh U.S. Patent Application Publication Number US 2003/0137536 A1 (hereinafter Hugh).

As per claim 6, the rejection of claim 5 is incorporated but Ravenscroft does not disclose of "the communicate state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state". However, Judkins teaches of "the communicate state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state" by providing interaction through email, instant messaging, paging, phone calls, and SMS (Hugh Abstract lines 5-8).

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the call center manager of Ravenscroft with the interaction of Hugh. One of ordinary skill in the art would have been motivated to do so because having the interaction available allows the system to show user of changes or other events by those means (Hugh Abstract lines 9-10).



As per claim 15, the rejection of claim 14 is incorporated and claim 15 contains the same limitations as claim 6 and is rejected under the same rationale as set forth in connection with claim 6.

9. Claims 7, 10-12, and 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Ravenscroft et al. U.S. Patent Number 6,466,663 (hereinafter Ravenscroft) further in view of Chee et al. U.S. Patent Number 6,526,397 (hereinafter Chee).

As per claim 7, the rejection of claim 1 is incorporated but Ravenscroft does not disclose of "the at least one user-selected monitored statistic includes a work schedule or a set of skills for each of the listed agents". However, Chee teaches of "the at least one user-selected monitored statistic includes a work schedule or a set of skills for each of the listed agents" by providing a skill set option for a selected agent (Chee column 6 lines 56-65).

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the call center manager of Ravenscroft with the skill set option of Chee. One of ordinary skill in the art would have been motivated to do so because having the skill set option available allows calls to be timely answered by the agent with the appropriate skill set to handle the call (Chee column 1 lines 11-13).

As per claim 10, the rejection of claim 9 is incorporated but Ravenscroft does not disclose of "receiving a selection of threshold values associated with each key figure". However, Chee teaches of "receiving a selection of threshold values associated with each key figure" by providing threshold levels for call statistics (Chee column 5 lines 35-46).

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the call center manager of Ravenscroft with the threshold level option of Chee. One of ordinary skill in the art would have been motivated to do so because having the threshold levels available allows for easier indication of changing color for a statistic represented on a display (Chee column 7 lines 54-57).

As per claim 11, the rejection of claim 10 is incorporated but Ravenscroft does not disclose of "providing an alert when a key figure exceeds the selected threshold value associated with the key figure". However, Chee teaches of "providing an alert when a key figure exceeds the selected threshold value associated with the key figure" by providing an alert in the form of change in color of a statistic or warning sound when a threshold level has been breached (Chee column 7 lines 54-57).

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the call center manager of Ravenscroft with the alert option of Chee. One of ordinary skill in the art would have been motivated to do so

because having the alert available will bring the attention of the graphical user interface to the user (Chee column 5 lines 39-43).

As per claim 12, the rejection of claim 11 is incorporated but Ravenscroft does not disclose of "the alert comprises a visual indication on the display". However, Chee teaches of "the alert comprises a visual indication on the display" by providing an alert in the form of change in color of a statistic (Chee column 7 lines 54-57).

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the call center manager of Ravenscroft with the visual indication option of Chee. One of ordinary skill in the art would have been motivated to do so because having the visual indication available will bring the attention of the graphical user interface to the user (Chee column 5 lines 39-43).

As per claim 16, the rejection of claim 8 is incorporated and claim 16 contains the same limitations as claim 7 and is rejected under the same rationale as set forth in connection with claim 7.

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quan Nguyen whose telephone number is 571-270-

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1406. The examiner can normally be reached on 7:30-5 M-Th, 7:30-4 first Fri, Off second Fri.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Chameli Das can be reached on 571-272-3696. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.



Quan Nguyen  
Patent Examiner  
Art Unit 2109

*Chameli C-Das*  
CHAMELI DAS  
SUPERVISORY PATENT EXAMINER

*2/5/07*